Substitute for Form 1449/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

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Complete if Known	
Application Number	10/679,982
Filing Date	October 6, 2003
First Named Inventor:	Ebbe Altberg, et al.
Art Unit	2643
Examiner Name	Barnie, Rexford N.
Attorney Docket Number	4704P027

Sheet 1 of 12

U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No.[1]	Document Number Number-Kind Code[2] (if known)		Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
R.B		US-	4,577,065	3/18/1986	Frey et al.	
		US-	4,631,428	12/23/1986	Grimes	
		US-	4,677,434	6/30/1987	Fascenda	
		US-	4,723,283	2/2/1998	Nagasawa et al.	
		US-	4,751,669	6/14/1988	Sturgis et al.	
		US-	4,847,890	7/11/1989	Solomon et al.	
		US-	5,058,152	10/15/1991	Solomon et al.	
		US-	5,148,474	9/15/1992	Haralambopoulos et al.	
		US-	5,319,542	6/7/1994	King, Jr. et al.	
		US-	5,325,424	6/28/1994	Grube	
		US-	5,347,632	9/13/1994	Filepp et al.	
		US-	5,359,508	10/25/1994	Rossides	
		US-	5,361,295	11/1/1994	Solomon et al.	
		US-	5,369,694	11/29/1994	Bales et al.	
		US-	5,497,502	3/5/1996	Castille	
		US-	5,537,314	7/16/1996	Kanter	
		US-	5,539,735	7/23/1996	Moskowitz	
		US-	5,555,298	9/10/1996	Jonsson	
		US-	5,557,677	9/17/1996	Prytz	
		US-	5,574,780	11/12/1996	Andruska et al.	
		US-	5,590,197	12/31/1996	Chen et al.	
		US-	5,602,905	1/11/1997	Mettke	
		US-	5,608,786	3/4/1997	Gordon	
		US-	5,619,148	4/8/1997	Sloane	
		US-	5,619,570	4/8/1997	Tsutsui	
		US-	5,619,725	4/8/1997	Gordon	
		US-	5,619,991	4/15/1997	Sloane	
R.B		US-	5,634,012	5/27/1997	Stefik et al.	

Examiner Signature	Rexford Barnie	Date Considered	07/21/05

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RB		US-	5,638,432	6/10/1997	Wille et al.	
		US-	5,675,734	10/7/1997	Hair	
		US-	5,694,549	12/2/1997	Carlin et al.	
		US-	5,701,419	12/23/1997	McConnell	
			5,710,887	1/20/1998	Chelliah et al.	
		US-	5,712,979	1/27/1998	Graber et al.	
		US-	5,715,314	2/3/1998	Payne et al.	
		US-	5,717,860	2/10/1998	Graber et al.	
		US-	5,718,247	2/17/1998	Frankel	
		US-	5,721,763	2/24/1998	Joseph et al.	
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		US-	5,724,424	3/3/1998	Gifford	
		US-	5,734,961	3/31/1998	Castille	
		US-	5,740,231	4/14/1998	Cohn et al.	
		US-	5,745,681	4/28/1998	Levine et al.	
		US-	5,768,348	6/16/1998	Solomon et al.	
		US-	5,768,521	6/16/1998	Dedrick	
		US-	5,778,367	7/7/1998	Wesinger, Jr. et al.	
		US-	5,781,894	7/14/1998	Patrecca et al.	
		US-	5,794,221	8/11/1998	Egendorf	
		US-	5,802,502	9/1/1998	Gell et al.	
		US-	5,809,119	9/15/1998	Tonomura et al.	
		US-	5,809,145	9/15/1998	Slik et al.	
		US-	5,812,769	9/22/1998	Graber et al.	
		US-	5,818,836	8/9/1998	DuVal	
		US-	5,819,092	10/6/1998	Ferguson et al.	
		US-	5,819,267	10/6/1998	Uyama	
		US-	5,819,271	10/6/1998	Mahoney	
RB		US-	5,819,285	10/6/1998	Damico et al.	

Examiner Signature	RexfordBarnie	Date Considered	07/21/05

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				Examiner Name	Barnie, Rexford N.
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RB		US-	5,825,869	10/20/1998	Brooks et al.	
		US-	5,825,876	10/20/1998	Peterson, Jr.	
		US-	5,832,523	11/3/1998	Kanai et al.	
		US-	5,835,896	11/10/1998	Fisher et al.	
		US-	5,842,212	11/24/1998	Ballurio et al.	
		US-	5,850,433	12/15/1998	Rondeau	
		US-	5,860,068	1/12/1999	Cook	
		US-	5,862,223	1/19/1999	Walker et al.	
		US-	5,864,871	1/26/1999	Kitain et al.	
		US-	5,870,744	2/9/1999	Sprague	
		US-	5,878,130	3/2/1999	Andrews et al.	
		US-	5,884,032	3/16/1999	Bateman et al.	
		US-	5,884,272	3/16/1999	Walker et al.	
		US-	5,884,282	3/16/1999	Robinson	
		US-	5,890,138	3/30/1999	Godin et al.	
		US-	5,893,077	4/6/1999	Griffin	
		US-	5,907,677	5/25/1999	Glenn et al.	
		US-	5,911,132	6/8/1999	Sloane	
		US-	5,914,951	6/22/1999	Bentley et al.	
		US-	5,924,082	7/13/1999	Silverman et al.	
		US-	5,940,471	8/17/1999	Homayoun	
		US-	5,974,141	10/26/1999	Saito	
		US-	5,982,863	11/9/1999	Smiley et al.	
		US-	5,987,102	11/16/1999	Elliott et al.	
		US-	5,987,118	11/16/1999	Dickerman et al.	
		US-	5,987,430	11/16/1999	Van Horne et al.	
		US-	5,991,394	11/12/1999	Dezonno et al.	
RB		US-	5,999,609	12/7/1999	Nishimura	

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R.B.		US-	5,999,611	12/7/1999	Tatchell et al.	
		US-	6,011,794	1/4/2000	Mordowitz et al.	
		US-	6,014,644	1/11/2000	Erickson	
		US-	6,026,148	2/15/2000	Dworkin et al.	
		US-	6,026,400	2/15/2000	Suzuki	
		US-	6,029,141	2/22/2000	Bezos et al.	
		US-	6,035,021	3/7/2000	Katz	
		US-	6,046,762	4/4/2000	Sonesh et al.	
		US-	6,055,513	4/25/2000	Katz et al.	
		US-	6,058,379	5/2/2000	Odom et al.	
		US-	6,064,978	5/16/2000	Gardner et al.	
		US-	6,130,933	10/10/2000	Miloskavsky	
		US-	6,167,449	12/26/2000	Arnold et al.	
		US-	6,175,619	1/16/2001	DeSimone	
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		US-	6,188,673	2/13/2001	Bauer et al.	
		US-	6,188,761	2/13/2001	Dickerman et al.	
		US-	6,192,050	2/20/2001	Stovall	
		US-	6,223,165 B1	4/24/2001	Lauffer	
		US-	6,230,287 B1	5/8/2001	Pinard et al.	
		US-	6,259,774 B1	7/10/2001	Miloskavsky et al.	
		US-	6,269,336 B1	7/31/2001	Ladd et al.	
		US-	6,314,402 B1	11/6/2001	Monaco et al.	
		US-	6,385,583 B1	5/7/2002	Ladd et al.	
		US-	6,400,806 B1	6/4/2002	Uppaluru	
		US-	6,430,276 B1	8/6/2002	Bouvier et al.	
		US-	6,434,527 B1	8/13/2002	Horvitz	
R.B.		US-	6,470,317 B1	10/22/2002	Ladd et al.	

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		US-	6,493,673 B1	12/10/2002	Ladd et al.	
		US-	6,510,417 B1	1/21/2003	Woods et al.	
		US-	6,523,010 B	2/18/2003	Lauffer	
		US-	6,529,878	3/4/2003	De Rafael et al.	
		US-	6,539,359 B1	3/25/2003	Ladd et al.	
		US-	6,546,372 B2	4/8/2003	Lauffer	
		US-	6,549,889 B2	4/15/2003	Lauffer	
		US-	6,560,576 B1	5/6/2003	Cohen et al.	
RB		US-	US 2002/0120554	8/29/2002	Vega	
		US-	US 2002/0133571	9/19/2002	Jabob et al.	
		US-	US 2003/0043981	3/6/2003	Lurie et al.	
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R.B.		AU 699 785	5/25/1995	Hickman		
		GB 2 329 046 A	3/10/1999	Pinard et al.		
		JP 409233441 A	9/5/1997	Sakai		
		JP 409319812 A	12/12/1997	Taniguchi, et al.		
		WO 97/05733	2/13/1997	Solans		
		WO 98/02835	1/22/1998	Post et al.		
		WO 98/04061	1/29/1998	Walker et al.		
		WO 98/13765	4/2/1998	Cave		
R.B.		WO 98/38558	9/3/1998	Forster et al.		

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NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No[1]	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	T[2]
R.B		"USA Global Link Brings Interactively to Internet Shopping," Business Wire (October 1998)	
		"Lucent Technology and Netscape Team to Deliver Lucent Ecommerce Solutions," Business Wire (September 1998)	
		"TriNet's 'Help M, I'm Stuck' Internet Voice Button Service Pushes Web Pages to Online Users," Business Wire (September 1998)	
		Rich Tehrani, "e-Rip Van Winkle and the 60-Second Nap," Call Center Solution, Vol. 18, No. 2, pp. 16(3) (March 1998)	
		"NetCall Internet Call-Buttons Enhance E-Commerce Customer Service and Sales," PR Newswire, 7431 (August 1999)	
		"Connecting to On-Line Car Shoppers: Auto Sellers Use NetCall Internet Call-Button Technology to Turn 'Clicks' into Interactive Sales," PR Newswire, pg. 4089 (July 1999)	
		Ellen Greenblatt, "Have you ever wondered...," Datamation, pg.126 (October 1997)	
		Kiyoski Kabeya et al., "A New Teleconsultation Terminal System Using ISDN," NTT Review, pp. 37-43 (July 1991)	
		Tom Davey, "Wheeling and Dealing Online," PC Week, Vol. 13, No. 45, pp. 1 and 129 (November 1996)	
		Stacy Collett and Julia King, "Why Online Browsers Don't Become Buyers," Computer World, Vol. 33, No. 48, pg. 14 (November 1999)	
R.B		Information about Expertcity.com retrieved from the Internet [http://www.expertcity.com] on November 6, 2000	

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Substitute for Form 1449/PTO				Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT *(use as many sheets as necessary)*				Application Number	10/679,982
				Filing Date	October 6, 2003
				First Named Inventor:	Ebbe Altberg, et al.
				Art Unit	2643
				Examiner Name	Bamie, Rexford N.
Sheet	8	of	12	Attorney Docket Number	4704P027

NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No[1]	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	T[2]
R.B.		Gregory Dalton, "Rent-An-Expert On the Web," Information Week, pg. 75 (September 6, 1999)	
		"Expertcity.com Launches Premier Online Marketplace for Expert Services," PR Newswire (August 1999)	
		Information about Keen.com retrieved from the Internet [URL:http://www.keen.com] on October 24, 2000, disclosure dates back to 1999.	
		Chris Ott, "Making Good on the Information Economy," Denver Business Journal (December 17, 1999)	
		Michael Rogers, et al., "Experts Abound at New Web Sites," Library Journal, pp. 22-24 (March 1, 2000)	
		"SurfBrains.com: Brains Online Save Time & Money," MS Presswire (July 11, 2000)	
		Cynthia Hodgson, "Online Expert Databases & Services," Econtent, pp. 48-53 (December 1999)	
		Michael Kanellos, "Do You Want to Know the Meaning of Life?," Computer Reseller News, pp. 73-74 (March 3, 1997)	
		"Applying Technology News," Accounting Technology, pg. 14 (February/March 1997)	
		Joann M. Wasik, "Information for Sale: Commercial Digital Reference and AskA Services," Virtual Reference Desk, [http://www.vrd.org/AskA/commAskA.html] (September 20, 1999)	
R.B.		EXP.com web-site at www.exp.com	

Examiner Signature	Rexford Bamie	Date Considered	07/21/05

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				First Named Inventor:	Ebbe Altberg, et al.
				Art Unit	2643
				Examiner Name	Barnie, Rexford N.
Sheet	9	of	12	Attorney Docket Number	4704P027

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R.B.		The web-site at www.experts-exchange.com	
		Welcome to the Electronic Emissary Project's WebCenter at www.tapr.org/emissary	
		The web-site at www.allexperts.com	
		Richard A Kuehn, "The Voice of Technology," Credit World, pp. 20-23 (July 1994)	
		Jeff Pelline, "Net Firm to Connect Users By Phone," CNET News.com [retrieved from http://new.cnet.com] (October 24, 2000)	
		"Keen.com Launches First Live Answer Community," Press Release [retrieved from http://www.keen.com] (October 24, 2000)	
		Jon Healey, "From A to Z, You Can Sell Advice Online," Mercury New [retrieved from http://www.O.mercurycenter.com] (October 24, 2000)	
		Joseph Menn, "An Expert? There's Now a Home for Your on the Internet," Los Angeles Times [retrieved from http://www.denverpost.com] on October 24, 2000	
		"Walker Digitial Issued Landmark U.S. Patent No. 5,862,223 for Global Internet Marketplace for Experts," Business Wire (January 26, 1999)	
		Qcircuit Web Site (www.qcircuit.com)	
R.B.		Infomarkets.com Web Site (www.infomarkets.com)	

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				Examiner Name	Barnie, Rexford N.
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R.B.		Intellect Exchange Web Site (www.intellectexchange.com)	
		Answers.com Web Page (www.answers.com)	
		Amir Herzberg, et al., "MiniPay: Charging Per Click on the Web," Computer Networks and ISDN Systems 29, (September 1997) Vol. 29, pp. 939-951.	
		Mary Wagner, "Caring for Customer. (Internet/Web/Online Information) -- Real-time text chat and telephony provide personalized customer support and turn queries into sales leads," Internet World, September 1,1999, (3 pgs.).	
		Masahiko Hase, et al., "Advanced Videophone System Using Synchronized Video Filing Equipment," NTT Review, Vol. 3, No. 4, pp. 29-36 (July 1991)	
		Franco Mercalli, et al., "TheESSAI Teleshopping System: An Example of a Broadband Multimedia Application," Publication No. 0-7803-1820-X/94, IEEE, pp. 572-576 (1994)	
		Abhaya Asthana, et al., "A Small Domain Communications System for Personalized Shopping Assistance," Proceedings of ICPWC '94, Publication No. 0-7803-1996-6/94, IEEE, pp. 199-203 (1994)	
		Linda Littleton, HDD: A Helpdesk Database "Meet the Shadowy Future," Proceedings ACM SIGUCCS User Services Conference XXII, Ypsilanti, Michigan, pp. 205-210 (October 16-19, 1994)	
		L.F. Ludwig, et al., "Laboratory for Emulation and Study of Integrated and Coordinated Media Communication," Conference on Office Information Systems, Sponsored by ACM SIGOIS and IEEECS TC-OA in cooperation with IFIP W.G. 8.4, pp. 283-291 (March 23-25, 1988)	
		Keen.com, Inc. v. InfoRocket.com, Inc., Preliminary Injunction Hearing, pp. 286-289 (January 8, 2002)	
R.B.		Keen.com, Inc. v. InfoRocket.com, Inc., Complaint For Patent Infringement, Trade Dress Infringement and Unfair Competition; Demand for Jury Trial filed August 31, 2001, pp. 1-8 plus 17 pgs. of attachments.	

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R.B.		E.J. Addeo, et al., "An Experimental Multi-Media Bridging System," Frontiers in Computer Communications Technology, Computer Communications Review, Vol. 17, No. 5, pp. 236-242 (August 11-13, 1987)	
		ISDN Tutorial: Definitions, http://www.ralphb.net/ISDN/defs.html (April 21, 2000)	
		ISDN Tutorial: Interfaces, http://www.ralphb.net/ISDN/ifaces.html 4/21/2000	
		Telecommunications Buyers Guide and Directory, Editor & Publisher, pages 29TC-38TC, February 1994.	
		"Aspect Telecom: Aspect Integrates The Web Into The Call Center", M2 Presswire, August 1996	
		"Information, Bid and Asked", Forbes, August 20, 1990, page 92.	
		John Robinson, "Attachmate Ready to Answer 'Net Questions", Network World, April 8, 1996, page 37.	
		Edith Herman, "US Courts To Launch First Federal 900 Service", Federal Computer Week, September 28, 1992, page 8.	
		Barbara Jarvie, "Company Devoted To Hot-Line Support", Computer Reseller News, October 21, 1991, page 48.	
		"For Telesphere's Clients, Dial '1-900 TUF LUCK'", Business Week, September 9, 1991, page 88.	
R.B.		"When Business Plan And Real World Clash", Wall Street Journal, June 9, 1999, page B1.	

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R.B		Christina Wood, "Hidden Cost of Tech Support", PC World, May 1995, pp. 143-152 & p156 .	
		J. Sairamesh, et al., "NetBazaar: Networked Electronic Markets For Trading Computation And Information Services", Research and Advanced Technology for Digital Libraries, Second European Conference, ECDL 1998, pp. 839-856 (September 21-23, 1998)	
		William H. Chimiak, et al., "Multimedia Collaborative Remote Consultation Tools Via Gigabit WAN In Teleradiology", IEEE 1994, Phoenix, page 417. (7 pgs.).	
		J.W.R. Griffiths, et al., "Multimedia Communication In A Medical Environment", IEEE 1991 Singapore I.C. on Networks, page 166. (8 pgs.).	
R.B		PCT Search Report for PCT Application No. PCT/US01/48284, filed October 30, 2002 (corresponding to U.S. Serial No. 09/702,217) mailed May 13, 2002. (7 pgs.).	

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